

high

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Provider Number	Hospital Name	Address 1
050517	VICTOR VALLEY COMMUNITY HOSPITAL	15248 11TH ST
050709	DESERT VALLEY HOSPITAL	16850 BEAR VALLEY RD

high

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Address 2	Address 3	City	State
		VICTORVILLE	CA
		VICTORVILLE	CA

high

Based on Survey of Patients' Hospital Experiences (HCAHPS)

ZIP Code	County Name	Phone Number
92392	SAN BERNARDINO	7602458691
92395	SAN BERNARDINO	7602418000

high

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their nurses "Sometimes" or "Never" communicated well.



high

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their nurses "Usually" communicated well.



high

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their nurses "Always" communicated well.



high

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their doctors "Sometimes" or "Never" communicated well.



high

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their doctors "Usually" communicated well.



high

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their doctors "Always" communicated well.



high

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they "Sometimes" or "Never" received help as soon as they wanted.



high

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they "Usually" received help as soon as they wanted.



high

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they "Always" received help as soon as they wanted.



high

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their pain was "Sometimes" or "Never" well controlled.



high

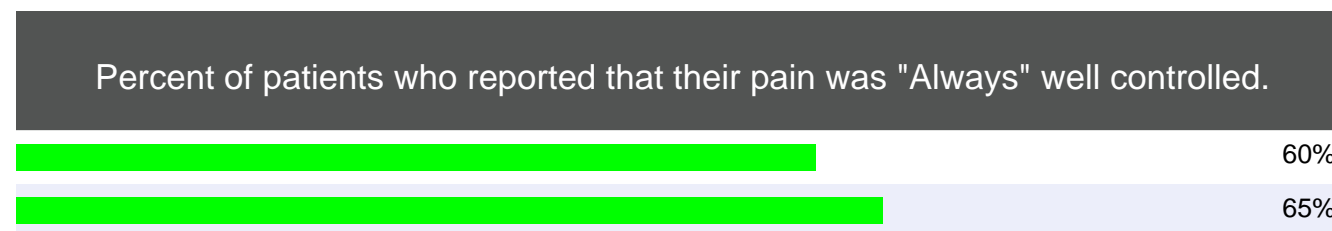
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their pain was "Usually" well controlled.



high

Based on Survey of Patients' Hospital Experiences (HCAHPS)



high

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them.



high

Based on Survey of Patients' Hospital Experiences (HCAHPS)

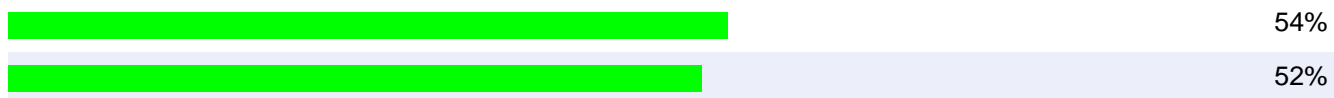
Percent of patients who reported that staff "Usually" explained about medicines before giving it to them.



high

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that staff "Always" explained about medicines before giving it to them.



high

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their room and bathroom were "Sometimes" or "Never" clean.



high

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their room and bathroom were "Usually" clean.



high

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their room and bathroom were "Always" clean.



high

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Sometimes" or "Never" quiet at night.



high

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Usually" quiet at night.



high

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Always" quiet at night.



high

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that YES, they were given information about what to do during their recovery at home.

77%

79%

high

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they were not given information about what to do during their recovery at home.



high

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest).



high

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who gave their hospital a rating of 7 or 8 on a scale from 0
(lowest) to 10 (highest).



high

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0
(lowest) to 10 (highest).



high

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported NO,they would not recommend the hospital.



high

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported YES,they would probably recommend the hospital.



high

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported YES,they would definitely recommend the hospital.



high

Based on Survey of Patients' Hospital Experiences (HCAHPS)


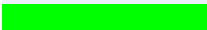
Number of Completed Surveys

300 or more

300 or more

high

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Survey Response Rate Percent	Hospital Footnote
 21%	
 19%	